May/June 2016 • n°4

Chelsea and Westminster Hospital NHS
NHS Foundation Trust

goingbeyond

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We want you! Recruitment focus for C&W Open Day 2016

Chelsea and Westminster Hospital is gearing up to welcome visitors to its 10th annual open day on Saturday 25 June. This year the theme is 'recruitment' and the day will centre on activities to help attract more people to the organisation. The usual highlights—including Teddy Bear Hospital and Health MOTs—will also be taking place.

Chief Executive Lesley Watts said: "This is set to be the hospital's best open day yet, with a focus on what it means to be part of the team at Chelsea and Westminster. The open day aims to give everyone an interesting insight into our work caring for patients, as well as encourage people to join the Trust. We hope as many people as possible will join us this year for what will be a fantastic event."

Opportunities include the chance to become one of the hospital's valued clinical staff, join as a volunteer or sign up as a member of the Trust and have a say in the way services develop across both Chelsea and Westminster and West Mid. There will be careers advice, on-the-spot recruitment opportunities and talks on what it is like working for the NHS. Trust governors will also be on hand throughout the day to give information on the work they do representing patients and the local community.

The open day also sees a variety of stands to showcasing the brilliant work which takes place at both Chelsea and Westminster and West Mid, along with the important work of the hospital charities. There will also be all the usual fun, including behind-the-scenes tours, health checks, and music and entertainment for all ages.

For more information please see our website www.chelwest.nhs.uk/openday.

News in brief

Annual Members' Meeting

The Annual Members' Meeting includes presentations from the Chairman, Chief Executive, clinicians and governors. Please note this year's meeting will take place earlier in the year than previously on the afternoon of Thursday 21 July at Chelsea and Westminster Hospital—please see www.chelwest.nhs.uk/amm nearer the time for full details.

Update on surgery units

Since launching the Surgical Assessment Unit (SAU) and Emergency Surgical Ambulatory Care (ESAC) service in January, West Mid has seen some dramatic results in improved waiting times and patient satisfaction. Nearly 70% of patients are now seen by a doctor within an hour, rising to 95% of patients being seen by a nurse in the same time. 88% of people rate the care as 'very good'.

Much-loved sister retires

May Wesley (Junior Sister, David Evans Ward, C&W) has retired after 17 years at the Trust.

Donation for Special Care Baby Unit at West Mid

West Mid's Special Care Baby Unit (SCBU) recently received a cheque for £581 from the Chatwal family, whose daughter Gurnoor Kaur Chatwal was born at 34 weeks in October 2015. After spending two weeks in SCBU, proud parents Kawal and Pawandeep could finally take their baby home and had nothing but praise for staff working at the Queen Mary Maternity Unit: "We were quite amazed by the care we received, we were so well looked after and this is our way of giving something back."

Prestigious award for consultant

Consultant Dermatologist, Dr Richard Staughton (pictured back centre with dermatology team colleagues) was recently awarded the title Lieutenant of the Royal Victorian Order by the Queen.

Lesley's view by Lesley Watts, Chief Executive

Our hospitals have seen many important achievements over the past year, a particularly challenging one for all our teams. The past year has been a significant one in the history of our organisation.

With the acquisition of West Middlesex University Hospital, our Trust is now responsible for the provision of care to a population of nearly one million on our two main hospital sites, as well as an increasing range of community services, particularly sexual health services across London.

We employ about 5,000 staff to support the delivery of these services and, although we are still in the early steps of integration, I am pleased to say that work is progressing well as we maintain the focus on ensuring we provide high quality care during this transitional period.

In the coming year, as we continue to focus on the integration of clinical services, we believe the sharing of clinical expertise will result in demonstrable benefits, both in patient outcomes and in staff learning and development.

The scale of the organisation will see the development of new services such as the Cardiac Catheter laboratory on the West Middlesex site, allowing us to better meet the needs of the population that we serve.

I've spoken about the need for us to save £27.6million over the next 12 months so that we live within our means. Even though we did better than our financial plan in 2015/16, which very few NHS Trusts have managed to do, I cannot emphasise enough how essential it is that we make sure we stop spending money on unnecessary things.

We've carried out the first two of seven 'Perfect Days' where appropriately-trained staff were allocated a clinical shift to support continuity of care for our patients and save money on expensive agency costs.

Amid the reality of our financial constraints, let's not forgot the good things that take place on our wards and in our departments every day.

We have won two national awards from NHS Employers—Lead Nurse for Learning Disabilities Kathryn Mangold has been awarded the Inclusive Leader Award and our holistic sexual health and wellbeing service for all trans* people, partners and friends CliniQ has won the Team of the Year Award.

Our Survivors of Torture clinic has last week won a national award for the care they give to patients who have suffered torture and need pain management support.

Staff experience is really important as we want people to stay and have long careers with us as invaluable parts of our team.

We've been shortlisted in the 2016 Student Nursing Times Awards, which recognises the hard work that the Syon 1 Ward team at West Mid put into providing student nurses with invaluable work experience and continuous learning.

More officially, the staff survey results have come out. While there are improvements staff tell us need to be made, which we will act on, what better reassurance can a patient or jobseeker have when staff completing the survey say that they recommend our hospitals as a place to receive care or work at.

This is testament to the efforts each of you make to provide a home away from home for our patients. Keep up the good work!

Tenth birthday for 'miracle' triplets

Triplets Isabel, Emily and Ben Collier returned to Chelsea and Westminster Hospital recently, ten years after they were born three months early at the hospital.

Their mother Anna said: "It is great to be back here at Chelsea and Westminster with our three happy and healthy children, who have just celebrated their tenth birthday. It seems like a lifetime ago that we were here for the birth, but we'll never forget the fantastic care we received."

The triplets were born at just 29 weeks gestation in January 2006, each weighing less than 3lbs at birth.

The family has raised more than £250,000 for the hospital through the Three Little Miracles fund, and in 2012 Anna carried the Olympic torch after being nominated by hospital staff.

Top tweets

Laura Khalili @Laura_ldn

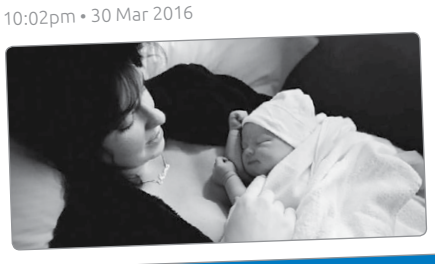
@ChelwestFT so thankful to the burns unit at Chelsea & Westminster hosp for looking after my 19 month old daughter during tburn treatment

7:04pm • 8 Apr 2016

Siobhan Miller @thedoublemama

All my choices were supported and I had the BEST birth experience – thanks @NatalieSCarter @WestMidHospital #MatExp

10:02pm • 30 Mar 2016



Carlos Izsak @Carlitosi71

@ChelwestFT many thanks to all staff specially midwives for helping us deliver our baby Ruben, they were all amazing & did a wonderful job!

9:45am • 12 Apr 2016

Rania Masri @RaniaCakeLady

@WestMidHospital Amazing staff at Starlight ward THANK YOU! Doctors nurses & nursing students. You guys absolutely rock. Ameer Masri's mom

10:51am • 13 Apr 2016

Paul Finney @paulfinney1969

Thank you @ChelwestFT for looking after my mum yesterday what ever happens now the staff yesterday were brilliant

8:38am • 13 Apr 2016

Lindsay O'Sullivan @linziloulabelle

Taken to @WestMidHospital A&E today! Our NHS is amazing. Thank you to those that cared for me! @Ldn_Ambulance

9:45pm • 16 Mar 2016

Day in the life Edwin Dela-Cruz Head of Faculty of Nursing

Edwin manages the Faculty of Nursing at the Trust. He started pre-registration nursing 30 years ago. He was a former Dean in a college of nursing in the Philippines before coming to the UK where he has worked in the NHS for the last 17 years—the last 14 of which have been at West Mid. Edwin believes that the integration of our hospitals delivers innovation in education, brings opportunities for staff, and helps improve patient care.

8am

I usually arrive at my office before 8am and start by working on my emails and ensuring that I attend to all my appointments via my electronic diary. It is interesting that I am working today on my 14th wedding anniversary.

8:30am

I received many queries today from staff regarding their booked courses at our contracted universities. Before our merger with C&W, I commissioned courses for the staff in our hospital from September 2015 to July 2016. I validated and signed their application forms today. It is important that our staff receive their continuous personal and professional development.

9am

I met with several pre-registration nursing students today from Bucks New University. They attended our weekly teaching session in the Education Centre and I am pleased to hear that they are enjoying their placements at West Mid. There were minor issues raised today so I have arranged a meeting with one of the ward managers.

10:15am

I had a meeting with Veronica Nuevas, one of the practice development nurses in our team. We discussed the support of our Band 5 staff nurses from Italy, Spain and Portugal. This is part of the Trust's international recruitment drive and we ensure that the clinical competencies in their preceptorship programme are in place. Veronica raised few action plans for some nurses and we both agreed the appropriate measures needed.

10:45am

I followed up a query from an operating department practitioner regarding his placement in theatres by speaking with Matron Lisa Clarke.

11am

I had a discussion with my line manager David Bushby (Head of Clinical Learning and Development) regarding our healthcare assistants (HCAs) starting courses at Middlesex University on 14 March. As some of our HCAs are not yet enrolled, I asked the university to help out.

This is the first time our Trust is sending HCAs for the 18-month Accreditation for Prior Experiential Learning (APEL) Route to Nursing for healthcare support workers who are registered nurses overseas. This is a salary-supported course approved by Health Education Northwest London.

12 noon

After working through emails, I grabbed a sandwich for lunch in the Education Centre but was stopped by one of the nurses who informed me that she has passed the Adult Physical Assessment Course at the university. I provided their mock Objective Structured Clinical Examination (OSCE) training so I am delighted with the news.

1pm

I attended a meeting with Michael Singh (Deputy General Manager), David Bushby, Andrea Wheeler (Clinical Vocational Development Lead) and Gaynor Phillips (Senior Practice Development Facilitator) to discuss the potential Band 4 Theatre Practitioners through the Apprenticeship route.

1:30pm

I was very excited about hearing the news that Syon 1 Surgical Ward at West Mid has been shortlisted as one of the hospital placement providers of the year by the *Student Nursing Times Awards* 2016 among hundreds of nominations across the UK.

I had a meeting with Phill Hoddinott (Senior Link Lecturer, Bucks New University), Matron Annette Lloyd, and sisters Michelle Hogben and Julie Accouche regarding the plans about who will represent West Mid in the interview and selection.

2:30pm

I had a very productive discussion with Gaynor Phillips and Andrea Wheeler regarding the HCA secondment for pre-registration courses. We are now preparing for the assessment dates and interviews on 24 March and 1 April. We have worked together to integrate the same approach and criteria at both hospitals for these salary-supported courses.

3pm

I checked for new emails and responded to any urgent queries.

3:30pm

I caught up with Shiela Tana (Endoscopy Manager) about the Trust's support in training and development. We also discussed the assistant practitioners' course foundation degree and future plans in the Trust, as we sent 3 HCAs from this department.

4pm

I cannot wait to go home and celebrate my wedding anniversary.

60 second interview Maria Dineen

Infection Control Nurse

Why did you choose to work at Chelsea and Westminster Hospital NHS FT?
I had been working with the Infection Control Team at my previous post in Croydon for four years and felt it was time to move. I wanted to find a post in Central London and when I saw the vacancy at Chelsea and Westminster I was keen to apply as I know the Trust has an excellent reputation.

How do you relax?
I like to read and to go gallivanting with my family! We like taking day trips together and I love being by the sea, so coastal visits are one of my favourite things to do.

Who is your favourite author?
I thought all of the Robert Galbraith books have been very good—it's J K Rowling's pseudonym. I like crime as a genre.

Describe your perfect day
Breakfast in New York, followed by some fish and chips on the pier in a traditional British seaside resort such as Eastbourne or Margate. In the evening I'd like to have dinner at the Blackpool ballroom and watch the dancers, before booking somewhere to stay in Whitby for the night.

Where did you go on your last holiday?
A road trip around Scotland—we went up the west coast, across the top and down the east coast before ending up in Whitby.

Which talent do you wish you had?
My mum is Spanish and I used to be fluent before I went to school where the thinking at the time was that it was too confusing for a child to be spoken to in more than one language. So at the school's request my mum stopped speaking to me in Spanish and so I can't speak it anymore.

Trust pulls together to hit savings target

The Trust faces a challenging financial situation that must be met head-on in 2016/17 in order to secure the future of our hospitals and services.

Historically, surpluses have been achieved each year, which means the organisation has earned more than it has spent.

A surplus enables us to invest in more people and better facilities—for example, between 2010 and 2014 we employed 300 more clinical staff and spent £134m on redeveloping clinical facilities and services.

In 2015/16, for the first time in the Foundation Trust's history, we will finish the year in deficit. While this was planned and unrelated to our integration, the Trust must make substantial savings.

Chief Executive Lesley Watts said: "At the moment we are spending £2m a month more than we receive, and we need to control this in order to live within our means.

"We must save £27.6m in 2016/17 to restore our financial balance and get back to a position where we achieve a surplus to spend on staff and facilities.

"I would like to thank everyone who is working with us to help improve our financial position—while it will be hard, it is absolutely vital that we do this to secure the future of our Trust."

The efficiency campaign includes desktop messages and posters to encourage staff to think about typical situations in their personal lives to help draw parallels with similar circumstances at work—and prompt staff to find creative ways to be more efficient with time and money.

Tuberculosis service goes paperless

The Trust's Tuberculosis (TB) Service saw a great opportunity to switch to paperless patient records when they were approached by members of the EDM team with a view to storing records digitally using Evolve.

The TB service operates across three sites—Chelsea and Westminster, Royal Brompton and The Royal Marsden—as well as in a number of Kensington and Chelsea community clinics.

One of the challenges is ensuring patient records are readily available whether the patient is in clinic, on a ward or arrives without an appointment.

Karen Baker (Programme Manager for the Evolve Project) explains: "The TB service staff felt that a major benefit from Evolve would be instant access to patient records from anywhere in the Trust."

The TB service has been using Evolve to manage patient records since January, when they decided to stop using paper forms completely for all nurse-led clinics and patient interaction.

The EDM team worked closely with the TB service to create electronic forms they could use to record patient consultations and, in particular, to gather mandatory data for public health records.

The move from handwritten forms is a big change but Lesley Ruta (TB Specialist Nurse) has some advice: "Going electronic changes the way you work. You have to adapt and it might take longer to do some tasks when you first start using the new system.

"However, access to the information is now much easier and quicker, and our requirements for file storage are greatly reduced."

International award for cross-team innovation

The blood borne virus testing service at the Chelsea and Westminster Emergency Department has received an international commendation.

Dr Kris Pillay who leads the work in the Emergency Department said: "This service is a great example of how teams can work together for the benefit of patients.

"Our clinical team consists of staff from hepatology, HIV, sexual health and emergency services—a key factor in our success has been the input from the IT Department supporting this innovative work."

"The service began three years ago, initially offering HIV testing for patients and this was extended to include Hepatitis B and C on World AIDS Day last year. Many people with these infections are unaware they are infected and are therefore more likely to pass the infection on.

"Diagnosing patients earlier before they become unwell, means they can get the care they need sooner, which also reduces costs in the long run."

The commendation comes from the International Liver Congress, which is the annual meeting of the European Association for the Study of the Liver.

The competition received 64 entries from 27 countries, which were reviewed and independently scored by a global panel of 16 judges, including the World Health Organisation.

Smartphone device could shrink stroke risk

An innovative new project between West Middlesex University Hospital, Hounslow Clinical Commissioning Group and the Arrhythmia Alliance has recently been set up to look at ways to reduce the risk of stroke for people living in Hounslow.

One of the initiatives being trialled is the use of technology to help people monitor their health. The team has been working with industry partners Samsung and EE to use a device which can record heart rate anytime and anywhere.

AliveCor's Kardia Mobile is a mobile electrocardiogram (ECG) device which works in conjunction with the Kardia app for Apple or Android smartphones and tablets.

The device attaches directly to the smartphone/tablet (or its case) and enables the user to carry out a medical grade ECG recording in just 30 seconds. The app then displays whether the result is normal or if an irregular or abnormally fast heart rate is detected—these results can be logged on the Apple Health or Google Fit apps and shared with clinicians. A Kardia Band version of the ECG device for use with the Apple Watch is coming soon.

John Pickles, a patient at West Mid, has been using the device and says: "I only get attacks occasionally so was interested in using AliveCor rather than wearing a monitor continuously for 24 hours. I didn't want to spend months having various tests and waiting for a diagnosis, so I downloaded the app.

"It is so easy to use—when an attack came on, it took a reading which I emailed to Agnes Kaba *[Clinical Nurse Specialist at West Mid]* and the next day she had a diagnosis for me. Since then I have been taking medication which has put my mind at rest and reduced the risk of me having a stroke."

AliveCor's Kardia devices and app

Dr Sadia Khan, Consultant Cardiologist at West Mid, agrees: "We are extremely grateful to John for sharing his story and helping us raise awareness. We think we could prevent almost 12,000 people from having a stroke each year if we could use this technology more widely."

The pilot phase of the project is underway and the team aims to extend the project across Hounslow in the coming weeks.

If you would like to know more please email sadia.khan@wmuh.nhs.uk.

CW+ charity update

Funding available for your ideas

Last year, charity CW+ awarded over £30,000 to fund 26 projects at Chelsea and Westminster Hospital through their 'Small Change Big Impact' initiative.

Sam McMahon, speaking on behalf of the team who received funds to renovate the hospitals bereavement room said: "We have had lots of positive feedback from relatives stating that the room is calm and doesn't feel like it is in a hospital. Applying for the grant was quick and easy, and CW+ was a great help with the finishing touches."

CW+ has £30,000 this year for projects to support patient experience for equipment, furniture or enhancements to the environment. Staff and patients are invited to apply for a grant of up to £2,000 so if you have an idea email smallchangebigimpact@cwplus.org.uk or visit www.cwplus.org.uk/scbi

A new standard of healing environment

CW+ is funding art and design for the redevelopment of the A&E department, to make it a calmer environment which minimises anxiety and helps improve clinical outcomes.

In phase one the charity provided London landmark wallpaper, nature-inspired window transfers and ceiling light-boxes, as well as digital moving images and music to create a more soothing ambience.

In phase two, CW+ will install ceiling tile screens above every bed in the new resuscitation area to help relax patients. The moving image content will be changeable, depending on the patient's needs.

Chelsea and Westminster is the first hospital in the world to use screens in this way—an exciting and unique benefit for our patients. CW+ will also be installing dimmable lights and optional music which can be personalised for each patient.

Farewell to hospital charity Chief Executive

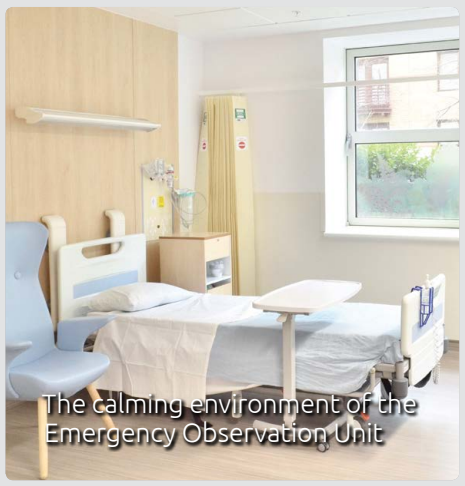
CW+ is saying goodbye to Chief Executive Mark Norbury. Since joining in 2012, Mark has taken the charity from an annual fundraising income of £300,000 to nearly £3m. Mark's dedication and drive has benefitted thousands of people through improving patient experience and the hospital environment, ground-breaking research and the latest innovations.

His new role is Chief Executive of UnLtd—an organisation which provides support to social entrepreneurs. We would like to thank him for all his hard work and wish him the best for the future.

Art + Science series

Recently CW+ launched a new series of 'Art and Science' events in the CW+ MediCinema. The first was a talk given by Roger Kneebone, Professor of Surgical Education at Imperial College London, which explored the ways in which art and medicine interrelate, including parallels between surgeons and craftsmen.

Trust Medical Director Zoë Penn said: "This was an inspiring evening highlighting the 'art' of medicine such as how we interact with patients and families, and use the skills of surgery in healing. The 'art of medicine' helps us to see new and innovative ways of improving what we do."


The calming environment of the Emergency Observation Unit

The best of Friends

The Friends of Chelsea and Westminster Hospital made grants of more £83,000 last year, nearly twice the level of the previous year. The biggest of these was for the Patient Support Project, which has proven to be a fantastic service enhancing the patient experience.

The Friends also run a lecture series—The Friends Lecture Club. Keep an eye out for further dates on their website www.cwfriends.org.uk and in the staff daily noticeboard email. Previous topics include gastroenterology, dementia and *The Myth of Medicine*. All staff, patients and visitors are welcome.

The Friends also work closely with the hospital to improve end of life care. They look forward to funding more *Butterfly Rooms* for patients at the end of life to pass away peacefully, with dignity and with their loved ones by their side.

The Friends annual general meeting takes place at 6pm on 18 May in the Gleeson Lecture Theatre where Lesley Watts (Trust Chief Executive) will be speaking. It is a great chance to find more about their activities and ask questions.

Intranet update

The new Trust intranet has been live for eight months and has evolved during that time thanks to staff feedback. It is the first port of call for staff aiming to access the most up-to-date information. The two legacy intranet sites will soon be permanently archived once the remaining content has been migrated to the new intranet. All departments are encouraged to develop their profiles on the intranet.

Trust recognised at Friends & Family Test awards

West Mid and Chelsea and Westminster are celebrating after being recognised at the recent Friends & Family Test (FFT) Awards 2016.

The FFT Awards celebrate the positive changes in healthcare that have been brought about by patient feedback and recognise the services and people in the NHS who are making a real difference.

Both hospitals were shortlisted in the category of 'Best FFT initiative in any other NHS-funded service'.

West Mid was shortlisted for the initiative to improve mealtime services on surgical wards. Chelsea and Westminster Hospital was shortlisted for its sexual health clinics that are specifically aimed at 'hard to reach' patient groups.

Changes have also been made to the way patients can book their appointment with a new online booking platform.

Since these changes have been implemented, there has been a marked improvement in patient satisfaction around bookings, a good uptake of the online booking platform and a reduction in feedback saying waiting times and booking appointments are an issue.

Dr Barry Quinn (Assistant Director of Nursing) said: "Being shortlisted for these national awards is a fantastic achievement and both hospitals are incredibly proud to be recognised in this way.

"Patient feedback from the Friends and Family Test is invaluable to us and crucial in helping us drive forward change and improvements to ensure we provide the best possible care to our patients and communities."

Cutting-edge technology helps us care for children

Patient Charlie wears the EEG device

Chelsea Children's Hospital Charity has funded a brand new video EEG telemetry camera which enables clinicians to make earlier and more accurate diagnoses for children with suspected or complex epilepsy at Chelsea Children's Hospital. The charity raises money for new equipment to help the 70,000 children who visit the hospital each year.

As Maria Kinali, Consultant Paediatric Neurologist, explains: "This technology enables us to safely monitor a child's brainwaves without the need for sedation or anaesthetic, and allows us to record their behaviour and movement at the same time, whilst awake or asleep.

"This means we can carry out a thorough analysis of their brain activity, leading to a more reliable diagnosis. The service is provided in a calm and child-friendly environment where we aim give children and their families a timely and definitive diagnosis for neurological conditions—such as epilepsy."

Siobhan Hannan (Advanced Nurse Practitioner, Paediatric Epilepsy) agrees: "Being able to offer this service has had a significant and positive impact of the quality of care we can give children. Previously we were only able to provide a routine or sleep-deprived EEG recording typically lasting 35–60 minutes. Now we are able to monitor children overnight in a quiet, dedicated room where they can stay with a parent.

"The technology enables us to record and differentiate between seizures, abnormal and normal movements, and episodes of behavioural change. It is an important tool which helps us to improve the time taken to diagnose and treat children."

Iona Rooke, a parent whose child has benefitted from the service, shared her feedback: "The team were very professional and took the time to explain the procedures of the EEG. They were also hugely reassuring to us all and made what could have been a traumatic experience as relaxed as possible."

Changes to the executive team

There have been a number of recent changes to the Trust executive team.

Karl Munslow-Ong (previously Chief Operating Officer) is now Deputy Chief Executive.

Rob Hodgkiss (previously Site Director of Operations at West Mid) is Chief Operating Officer.

Sandra Easton has taken over from Lorraine Bewes as Chief Financial Officer.

Tina Benson has joined as Hospital Director at West Mid and Mark Titcomb has joined as Hospital Director at Chelsea and Westminster.

See the next edition of *Going Beyond* for a feature on Mark and Tina.

The Saturn experience

Amber Malik and her 12-year-old son Rayyan recently visited Chelsea and Westminster Hospital, where Rayyan had a tooth removed under anaesthetic on Saturn ward.

Amber said: "Rayyan has severe autism and the treatment he received was fantastic.

"He was anaesthetised very calmly and quickly, which is important as otherwise it can be very distressing for him.

"The ear, nose and throat (ENT) treatment he received means he is no longer in pain and is much happier."

Patient Rayyan with mum Amber Malik

A cut above the rest

Hairdresser Andrew Parish paid a vist to 92-year-old patient Iris Langham on Chelsea and Westminster's Rainsford Mowlem ward. Iris was Andrew's first customer when he joined the Trust nearly four years ago.

As well as visiting the wards, Andrew can be found on the 2nd Floor opposite Lift Bank D Monday to Friday, 10am to 6pm.

Council of Governors news

Public Governor Martin Lewis

Experienced governor takes on lead role

Public Governor Martin Lewis has been elected Lead Governor for the Trust, taking on a key role in representing the views of staff, patients and the public.

He takes on responsibility for liaising between the Board of Directors and Council of Governors, which in effect means that the views of patients and the public are heard by those responsible for making decisions on how hospital services are developed.

Martin will be in post for a year, during which time he has pledged to continue to facilitate discussions and the decision-making process between governors and directors. He said: "I am delighted to be appointed as Lead Governor. Being a governor for the last eight years has been a great privilege and has given me the opportunity to represent the organisation and everything for which it stands."

A big thank you for a big contribution

Patient Governor Anna Hodson-Pressinger thanks everyone from both hospitals for their support at the Christmas carol-singing and present-giving event. Shops and individuals who kindly donated gifts included Conde Naste, Howard of The Cracker Pop-up Shop, and many shops in Chelsea Village—The Sign of the Times, Robert Stevenson (Oriental Carpet Shop), The Gay Farmer, Ben at Paxton and Whitfield, fishmonger R Goldsmith, Ancienne Ambiance, Chelsea Green Valet, Alec Drew Picture Frames Ltd, Jago Butchers, Atell Pharmacy Aidwell Ltd, Bobo Kids, Spoilt for Choice Ltd, Pellicano Ristorante and McBean's Orchids.

'Perfect Day' for staff

The 'Perfect Day' initiative took place recently at Chelsea and Westminster, with senior managers covering a shift on the wards and in departments and clinics as porters, receptionists, healthcare assistants and other roles. The purpose of the 'Perfect Day' is to provide our patients with continuity of care from our own staff as well as saving us money by avoiding the cost of agency staff.

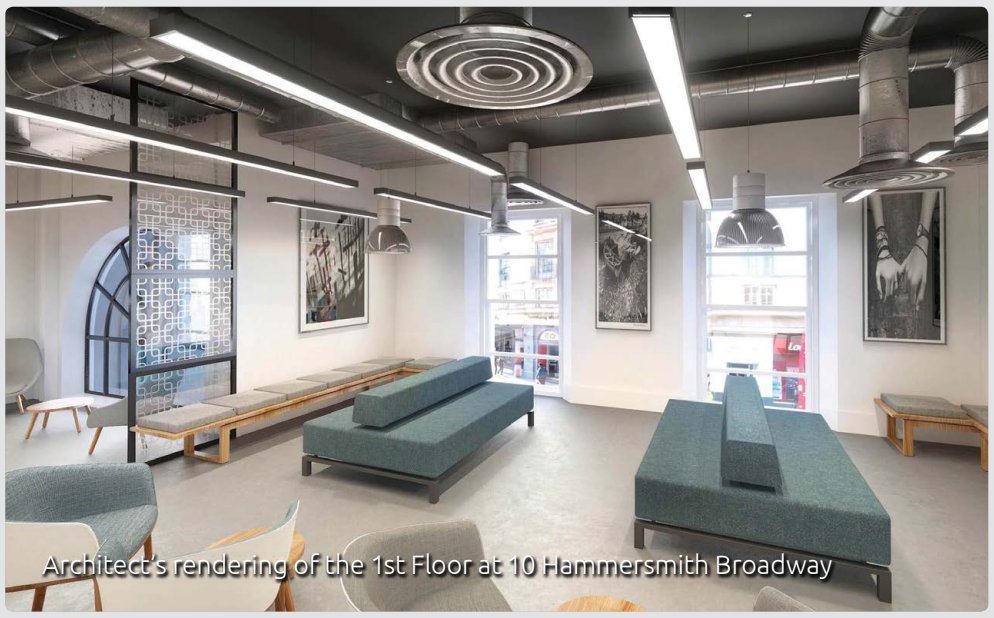
Chief Information Officer Richard Collins said: "The Perfect Day provided me with fantastic insight into the essential role porters play in daily hospital life. I was particularly impressed with the team's awareness and support of the needs of our patients, such as ensuring there was sufficient oxygen to accompany a patient going to X-Ray."

Richard Collins (2nd right) with members of the porter team

We are planning more 'Perfect Day' initiatives which will be communicated to staff on the intranet and daily noticeboard email bulletin nearer once planned.

- You can read more personal accounts of the 'Perfect Day' on our website at www.chelwest.nhs.uk/blogs

New sexual health clinic opens at Hammersmith Broadway


Architect's rendering of the 1st Floor at 10 Hammersmith Broadway

A state-of-the-art sexual health clinic recently opened to help address the sexual health needs of local people.

10 Hammersmith Broadway—which replaces West London Centre for Sexual Health at Charing Cross Hospital—improves access to sexual health services in the borough, with the same experienced team offering complete sexual health and contraception care.

10 Hammersmith Broadway also provides sexual health and contraception treatment and care, including dedicated sessions for under 19s and complex clinics. It also provides HIV treatment and care. The clinic has strong transport links and features a modern and contemporary design.

Rachael Jones (Lead Clinician for 10 Hammersmith Broadway) said: "Hammersmith and Fulham has some of the highest rates of sexual ill health in the UK.

"Poor sexual health and unwanted pregnancies often affect people who have little access to healthcare.

"We hope that our relocation and this fantastic new facility on Hammersmith Broadway will help to make our services more visible and accessible to those who really need our input."

- Visit www.chelwest.nhs.uk/10hb for more information about 10 Hammersmith Broadway including all services offered and how to book

Get more out of your medication with 'medicines information'

Chief Pharmacist Deirdre Linnard (right) with colleagues Shradha Shah (Rotational Pharmacist), Kajal Bhalsod and Angelica Steward at a staff awareness session about the pharmacy medicines information centre

The pharmacy medicines information centres at Chelsea and Westminster Hospital and West Middlesex University Hospital have merged following integration last September.

The new combined centre, based at Chelsea and Westminster Hospital, provides evidence-based medical information for staff and people using our services.

It aims to provide support for patients in order to help manage their medication as well as answering questions from healthcare professionals.

These queries include information on dose adjustments for kidney impairment, drug interactions and compatibility, and enquiries about pregnancy and breastfeeding.

The new team consists of Kajal Bhalsod (Medicines Information Pharmacist) and Angelica Steward (Medicines Information Pharmacy Technician) who are supported by other pharmacy staff on a rotational basis. The service is open between 9am and 5pm, Monday to Friday.

Patients can also get in touch with the team via their dedicated information helpline if they have any questions about their medication by calling 020 3315 2704 during opening hours or by emailing med.info@chelwest.nhs.uk.

By bringing the two original teams together, the new medicines information service is better placed to provide more integrated and consistent support to help people get the most out of their medication—safety and effectively.

Trust to provide sexual health services for local community in Sutton

Chelsea and Westminster's sexual health services are expanding and will soon be provided to people living and working in Sutton.

Initially the service will offer GU (genito-urinary) medicine for patients diagnosed with sexually transmitted infections and HIV, screening for chlamydia and community contraception.

Sexual Health Sutton links with existing Trust services which will help to provide a more integrated and complete service for people living in the London Borough of Sutton.

This will include using cutting edge technology developed at 56 Dean Street and Dean Street Express to offer a more streamlined service and reduce patient waiting times for results.

Dr David Asboe (Clinical Director HIV Medicine, Sexual Health, Dermatologyat the Trust) said: "We are very excited to be joining forces with the existing teams in Sutton to deliver high quality sexual health and contraception services over the upcoming years.

"The new arrangements offer a wonderful opportunity to further innovate services so that they meet the changing needs of Sutton residents."

The Trust plans to bring a new centrally located clinic to be based at the heart of the community in Sutton to open in 2016.

Good results in national staff survey

The NHS National Staff Survey 2015 highlights a range of positive results at both West Mid and Chelsea and Westminster, with top scores in terms of quality of appraisals, reporting of incidents and the quality of training and development.

The survey was carried out just after the hospitals merged and there was a good response rate at both—51% at C&W and 48% at West Mid, an increase on last year, when it was 49% and 36% respectively.

Chelsea and Westminster's response rate is in the top 20% for acute trusts and West Mid is above average.

West Mid rated highly in terms of staff feeling motivated at work as well as their level of satisfaction with the quality of work and patient care they are able to deliver, while Chelsea and Westminster scored particularly well in terms of management interest in and action on the health and wellbeing of staff.

Both hospitals rate above average on overall staff engagement and on staff recommending the Trust as a place to work or receive treatment, and both also rank highly with more than 70% of staff feeling they have the ability to contribute towards improvements at work.

The next staff survey will apply to both hospitals together. To find out more you can read the full surveys at www.nhsstaffsurveys.com.

Speaker's corner

Read about the key issues of the day in this regular column submitted by staff. If you would like to contribute, please email communications@chelwest.nhs.uk.

Genomics and asthma awareness

By Rainer Golombek

Rainer is Project & Transformation Manager at Chelsea and Westminster Hospital

100,000 genomes project

The Trust is offering whole genome sequencing to patients with specific rare diseases who meet the criteria for the 100,000 Genomes Project.

So far 55 patients and their family members at Chelsea and Westminster and the first family at West Mid have taken up this opportunity to use the latest technology to help detect yet unknown genetic variations that might cause an inherited disease. Our Trust's participation in this exciting project is providing information for the emerging NHS Strategy for Personalised Medicine.

Sir Bruce Keogh (National Medical Director, NHS England) describes the vision of this initiative as "a move away from a 'one size fits all' approach to the treatment and care of patients with a particular condition to using diagnostics, genomics, data analytics and other emergening technologies to identify the underlying cause of disease."

Clinical services, pathology and IT teams at our Trust are already collaborating closely to develop local systems and protocols to support this new way of working. A number of our consultants have joined a new Rare Diseases Multidisciplinary Team that coordinates genetic diagnostics in West London, along with national Genomics England Clinical Interpretation Partnerships in their speciality areas. These partnerships are leading how clinical genetics will be commissioned and used in the NHS in future.

Raising asthma awareness

West Mid Consultant Dr Bobby Mann and his team have joined forces with the Collaboration for Leadership in Applied Health Research and Care North West London (CLAHRC NWL) to improve care for patients with acute asthma.

In 2014 the *National Review of Asthma Deaths* highlighted that more people die from asthma in the UK than in most other European countries. The review says that compliance with asthma guidance set out by the British Thoracic Society is poor across the country and concluded that 58% of asthma deaths are due to poorly controlled symptoms and 46% are potentially avoidable.

Dr Mann said: "Local data suggests that care at our hospital mirrors the national picture and that we have one of the highest readmission rates in the UK. We are changing the way we work in order to address these issues to improve care."

The team, which includes doctors, nurses, pharmacists and information analysts, has translated the national guidance into a one-page 'asthma care bundle form' with separate sections prompting key interventions at admission and discharge. It will support all healthcare professionals to provide timely, safe and evidence based care to people with an acute exacerbation of asthma.

The bundle will be implemented from June and complemented by an asthma management plan and patient information material focusing on when and how to use inhalers. The team is using CLAHRC NWL's approach to quality improvement to make the necessary changes and expects to see increased compliance with national guidance and, more importantly, improvements in patient care.

Ron Grant (Patient Advocate for the project) says: "This is a great initiative, and it shows that it is important to make sure patients know their conditions, and what they can do to help themselves."

Leo Flores (Respiratory Nurse Specialist) adds: "Taking the time for discharge planning with patients can avoid unnecessary readmissions."

World Asthma Day takes place on 3 May, aiming to improve asthma awareness and care throughout the world.

- For more information on 100,000 Genomes, personalised medicine or asthma awareness please email rainer.golombek@chelwest.nhs.uk.

Word from the staff shuttle bus

In each edition of *Going Beyond*, we'll be getting the word from the staff shuttle bus. If there's a question you'd like to ask, email communications@chelwest.nhs.uk.

What's the best song you've heard on the shuttle bus?

Martin Lewis
Public Governor (WMUH to C&W)

"I will say Ellie Goulding's song *Army* as I saw her perform recently at the Commonwealth Day celebrations at Westminster Abbey."

Dominic Conlin
Director of Strategy (C&W to WMUH)

"My favourite has to be *Mr Brightside* by The Killers but the most surreal was *Stuck in the Middle with You* by Stealers Wheel as we went over the flyover."

Emma Bhuva
Paediatric Matron (C&W to WMUH)

"My favourite is *Work, Work, Work* by Rhianna."

Shamela De Silva
Consultant in GUM (C&W to WMUH)

"Ideally I like something from the 70s or 80s—perhaps a classic hit from Wham!"

Peter Smith
Shuttle Bus Driver

"The song I've enjoyed most recently is *Love Yourself* by Justin Bieber."

Success for West Mid placement scheme

Staff at West Mid are celebrating after being shortlisted as 'Student Placement of the Year' in the 'Hospital' category at the 2016 Student *Nursing Times* Awards. West Mid works with Bucks New University to provide placement opportunities for pre-registration nursing students from the adult, child and mental health fields of nursing.

Annette Lloyd (Matron for Surgery at West Middlesex) commented: "Being shortlisted for this national award is a credit to the whole team on Syon Ward who work hard to provide our nursing students with the best possible start to their careers. Ali Kitson (Ward Manager) and Denise Alcock (Sister) work tirelessly to ensure all our students feel welcome and supported and we are all thrilled to have received this recognition."

The Student *Nursing Times* Awards are the only awards to celebrate the very best in student nurses and nurse education. The Syon team will find out if they are winners on 28 April when the award ceremony takes place.

goingbeyond

If you have a story idea, article or letter to the editor for the next issue of *Going Beyond*, please contact the Communications Department by Friday 19 February.

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